Facilities Automation Network

USER'S MANUAL

Last Revision Date: 1/28/03

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Facilities Automation Network (FAN)

ACB-800 Branch

Laboratory Automation Group

ACB-800 has implemented the Facilities Automation Network (FAN) system that automates the laboratory management process for requesting laboratory facilities and viewing schedules.

Facilities Automation Network Systems Capabilities and Standards

- Facilities Accounting Information
- Facilities Scheduling
- Facilities Utilization Reporting
- Facilities Help Desk Call Tracking

This system is completely automated, all functions use a standard point and click interface and all user functions are graphically similar. Workstations have been strategically placed throughout the facilities for easy access to the network.

Further FAN enhancements and upgrades are being developed that will further automate the laboratory management process and users will be notified as they become available.

Standards

Menu buttons have a letter underlined; this letter is used with the "ALT" key as a keyboard shortcut.

Ex: View - Press "ALT" + "V" to open the view menu.

System Requirements

To use the FAN software on your PC, the system requirements are as follows:

- SVGA monitor- 600 x 800 resolution
- Windows 9x , Windows NT or Windows 2000
- FAA Intraweb network connection

Implementation of FAN

The FAN software was implemented on July 17, 1998. Prior to that time, a manual paper system was used to schedule lab time. FAN software has automated the scheduling process and improved tracking lab utilization.

Access to FAN

General access is available using the public userid. (UserID: fan, Password: fan) Coordinator access and higher requires a unique userid available through Customer Service Center/Facilities Control Office (CSC/FACO). The access request forms can be found on the FAN web page at http://nasfac.act.faa.gov/fanaf.htm or at the Customer Service Center located near column D27 on the 3rd floor of the Red Brick Building (RBB). Coordinators must have their manager's approval for access. See Appendix (A-1) at the back of this manual for a copy of the form.

FAN Access levels:

- PUBLIC - view schedules
- MAINT/OPS – same access as PUBLIC plus input (time clock) logging
- COORDINATOR – same access as PUBLIC plus input facilities time requests Approval **required** for COORDINATOR access only
- MANAGER- can view Utilization reports
- FACO-schedules request and resolves scheduling conflicts

Turn in access request forms to the Customer Service Center or fill them out online at http://nasfac.act.faa.gov/fanaf.htm, then print and have signed.

FAN Software Installation

You can access the FAN software at several FAN PCs located in the labs. To have FAN client software installed on your PC, call Customer Service Center / Help Desk x54614 or x54615 to make arrangements.

Workstation Location

FAN workstations have been strategically located throughout the NAS Laboratory facilities for easy access to FAN.

Building		Floor	Column #
T&A (300)		2	F28
T&A (300)		2	H28
T&A (300)	(3 PCs)	3	E26
T&A (300)		3	E20
LAB (316)		3	H8.3
LAB (316)		3	H5

ACB-800 Web Page

The address for ACB-800's home web page is http://nasfac.act.faa.gov. Please visit our website for information on all ACB-800 services.

See Appendix (A-2) at the back of this manual for illustration of web page

Start FAN

If FAN software has been installed, double click the FAN icon (Airplane Icon) on your desktop to open FAN. Login to FAN with your UserID and password.

Login **(all users)**

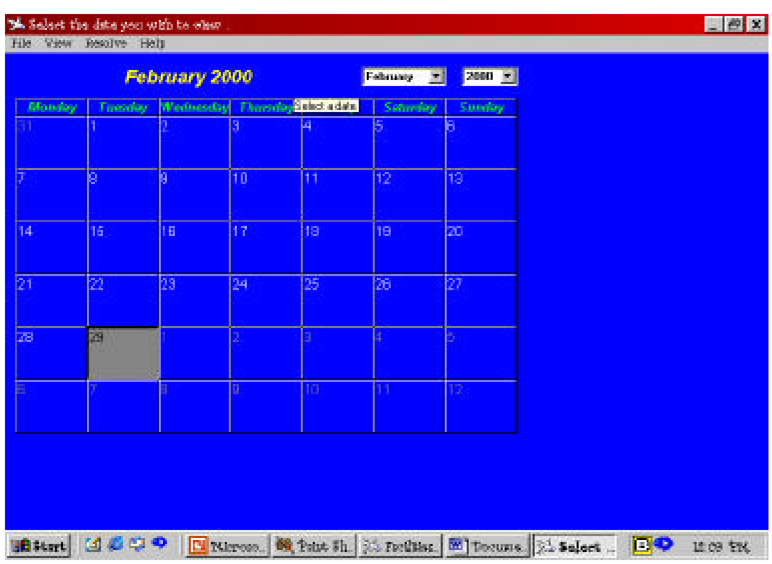
In order for a user to access the system, the user must have a valid user ID and password. For general access, the userid "fan" may be used with the password "fan". In order to obtain additional access to the FAN system, please fill out the access request form. After entering a valid userid and password, click the Login button. A message box will appear indicating that the "Connection to server was successful". The menu bar will be activated and menu options will depend on your access level.

Viewing Schedules ***(all users)***

Detail Daily Overview

- Click on "Users" on the Menu Bar
- Click on "View Schedules"
- Click on "Detailed Daily"

- The Calendar form opens for you to select a date to view. Select the date you wish to view by either clicking on a day on the currently visible calendar or use the pull down boxes to move to a different month/year, and then click on a day to select it. Notice the selected day will turn gray.



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- Once you select the date on the calendar, click “View” on the Menu Bar.
- Click the facility you wish to view.
- A message box will appear notifying you of the date the schedule becomes valid, click Ok to this message.

Now the Schedule will be displayed, showing all scheduled resources.
Each request will be a different color, not necessarily the same color all the time

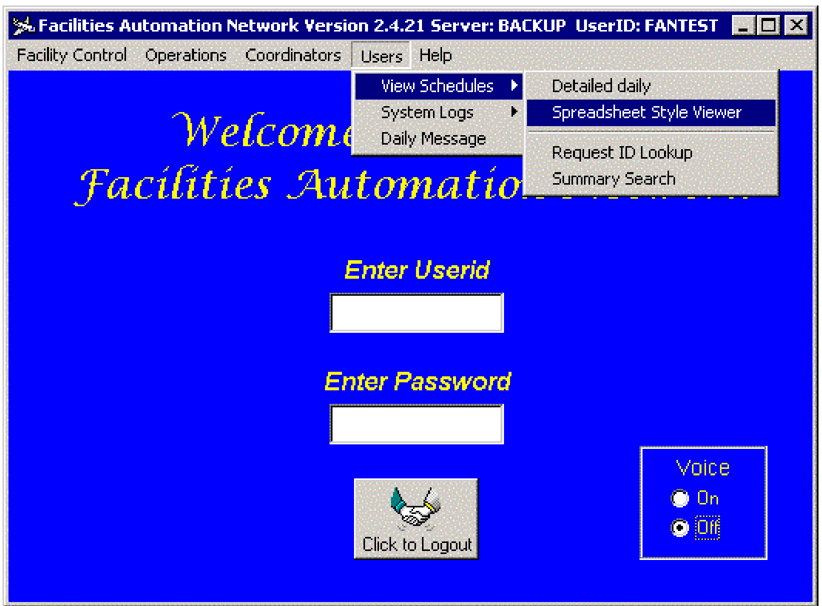
- Find your project ID (using the scroll bars if needed)
- Click once on project ID to see special request in the bottom text box; if there are any
- Press “P” to see pending requests not yet scheduled
- Press “-“ on the **keyboard** to remove the pending request box
- To view all resources for the lab, double click on any project ID. This will reload the grid showing all equipment.
- Double click again to view all resource for the request of the project ID.
- Double click on project ID again to return to view all scheduled resources.
- Click “View Previous Day” or “View Next Day” to view the next or previous schedule.

Note: Notice the underlined letters on the buttons and menus. You can press Alt+P instead of clicking to View Previous Day.

Spreadsheet Style Viewer Overview

Note: The spreadsheet viewers are customized reports requested by lab managers to configure the labs accordingly. They do not include all equipment and therefore, do not necessarily include all requests. Please use the detail daily schedule if you need to view all requests.

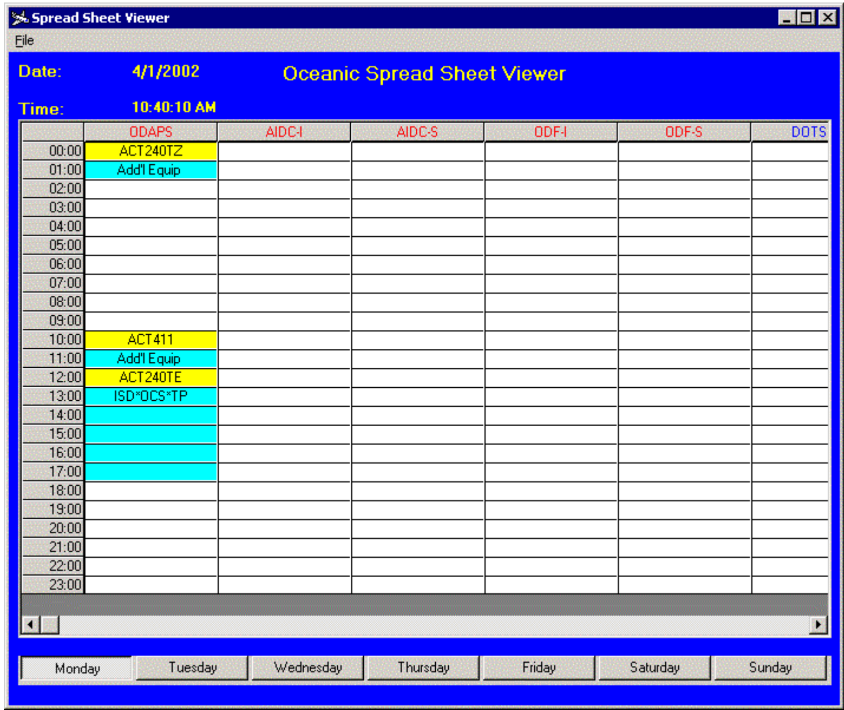
- Click on "Users" on the Menu Bar
- Click on "View Schedules"
- Click on "Spreadsheet Style Viewer"



- The Calendar form opens for you to select a date to view.
- Select the date you wish to view, by either clicking on a day on the currently visible calendar

Or

- Use the pull down boxes to move to a different month/year, then click on a day to select it.
- Once you select the date on the calendar, click "View" on the Menu Bar.
- Click which Facility you want to view
- Now the schedules for the entire week of the day you selected will be displayed starting on Monday.

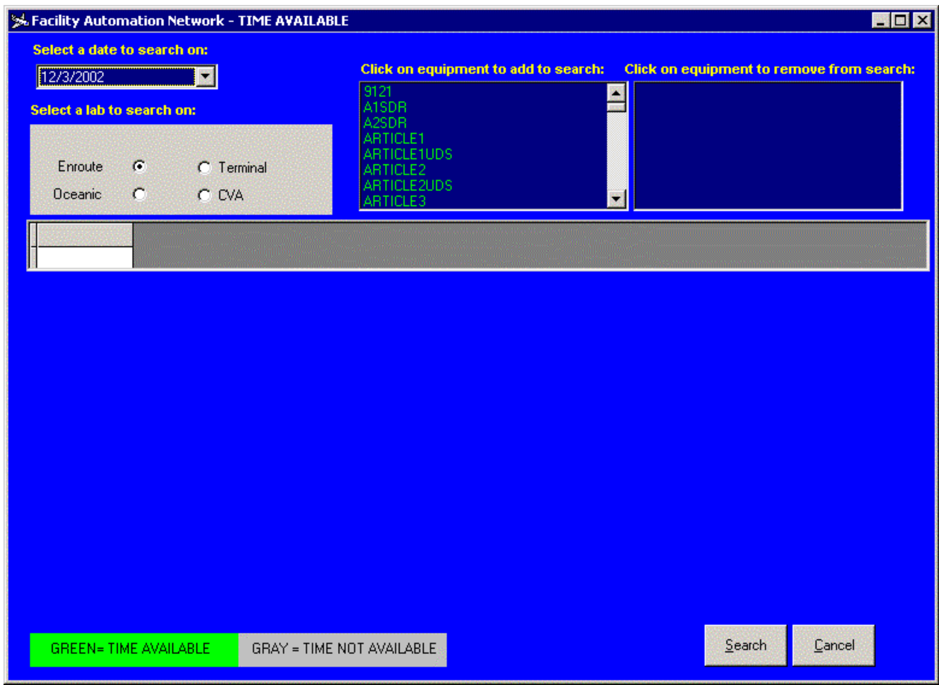


- Click on the day tabs at the bottom of the schedule to view a different day.
- Click on the "X" in the upper right corner to return to the calendar form
- Additional Equipment Box:
  If a request has more equipment than will fit in the grid for the given time, the last box will display "Add'l Equip". You can click on this box and a drop down box containing all equipment for this request will be displayed. Printouts do not provide this feature.

Check available resources

To check on available time for specific equipment:

- Click on the Users Menu
- Select View Schedules
- Click the Check Available option to open the Time Available form



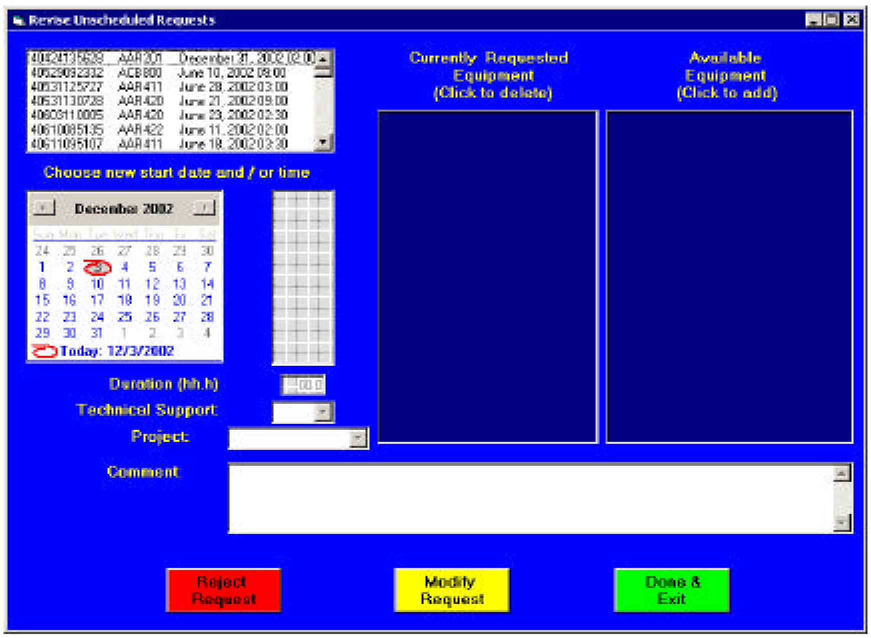
- Select a date to search on from the Select Date drop down box
- Select a lab by clicking one of the labs in the Select Lab box, this will cause the Equipment list box to fill with equipment for the specified lab
- Click which equipment you want to check on from this list; this will fill the Equipment to Search on list
- Click the Search button at the bottom of the form; this will generate results in the grid. Green indicates the time is available. Gray indicates the time has been scheduled for a request.

You can change the date and click Search again to check availability for another day.

- To remove equipment from the Equipment to Search on list, click on the equipment.
- To add additional equipment to the search, click on equipment in the Equipment list box.
- The Cancel button will close this form.

Request I.D. Lookup

- ➢ Click on “Users” on the Menu Bar
- ➢ Click on “View Schedules”
- ➢ Click on “Request ID Look Up”



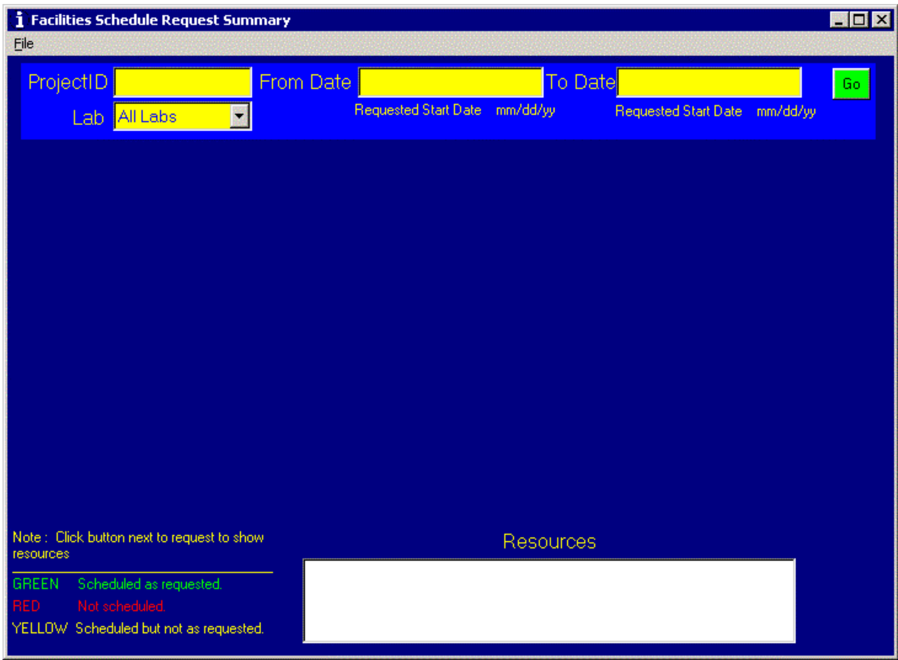
When the Request ID Form Opens:

- ➢ Enter the project ID you wish to query, or leave project ID blank to retrieve all projects IDs, or enter any parts of the project ID to filter the results Example: You can enter AOS to get all AOS but no ACB results
- ➢ Enter the “From Date” (this is the requested start date to search from). You can leave this blank to default to today.
- ➢ Enter the “To Date” (this is the requested start date to search to). You can leave this blank to default to default one month from today
- ➢ Optionally, you can leave All Labs in the Lab box or you can select one to filter your results.
- ➢ Click on “GO” button to retrieve data.
- ➢ This will list all requests that meet the search criteria you entered.
- ➢ You can also click the button next to an item to display the requested resources in the resource box. If the “MORE” button is visible, you can click it to view more results from your search. If the BACK button is visible, you can click it to view previous results.

Summary Search

- Click on "Users" on the Menu Bar
- Click on "View Schedules"
- Click on "Summary Search"

When the Summary Search Screen Opens:



Note: The results displayed use the requested start date to search on. If a request is scheduled for a different day then was requested, it shows up on the day it was requested to start not scheduled to start.

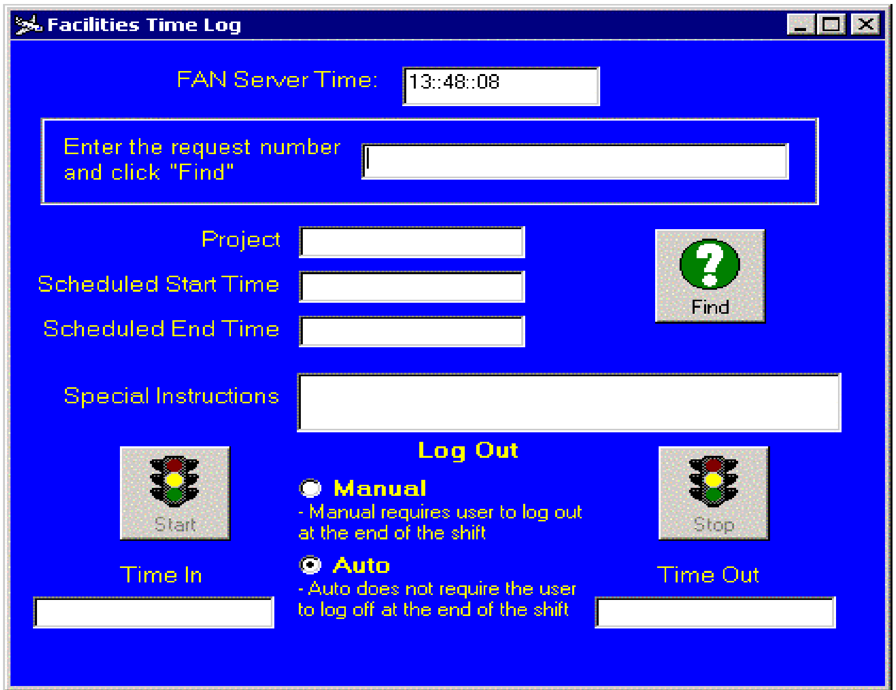
- Enter the project ID you wish to query, or leave project ID blank to retrieve all projects IDs, or enter any parts of the project ID to filter the results Example: You can enter AOS to get all AOS but no ACB results
- Enter the "From Date" (this is the requested start date to search from). You can leave this blank to default to today.
- Enter the "To Date" (this is the requested start date to search to). You can leave this blank to default to one month from today.
- Optionally, you can leave All Labs in the Lab box or you can select one to filter your results.
- Click on "GO" button to retrieve data.
- This will list all requests that meet the search criteria you entered.
- You can also click the button next to an item to display the requested resources in the resource box. If the "MORE" button is visible, you can click it to view more results from your search. If the BACK button is visible, you can click it to view previous results.

Printing Schedules ***(all users)***

- View the schedule (See previous instructions)
- Click on “File” on the Menu Bar
- Click on “Print”

System Logs ***(Operators or Higher)***

- Click on "Operations" on the Menu Bar
- Click on the "Facilities Time Log"



Note: When a user shows up for lab time, enter the "Request ID Number" into the FAN System Time Clock. If operations personnel are assigned to the facility give them the number.

- Enter the "Request Number" into the provided text box and click on "Find"

Once the system finds the requested number it will fill in the remainder of the form automatically.

- **Before** the operators IPL the system, the users **must** click on the "Time IN" button. Operators, if available, are responsible for this action being completed. However, users will be held accountable, not operators.

Note: You can click the ⊙ Auto button under Log Out to automatically log out when the allocated time occurs.

- If the ⊙Manual button was selected under Log Out then at the end of the user's time, user **must** click on the "Time Out" button to complete their run. Operators, if available, are responsible for this action being completed. However, users will be held accountable, not operators.

**IMPORTANT

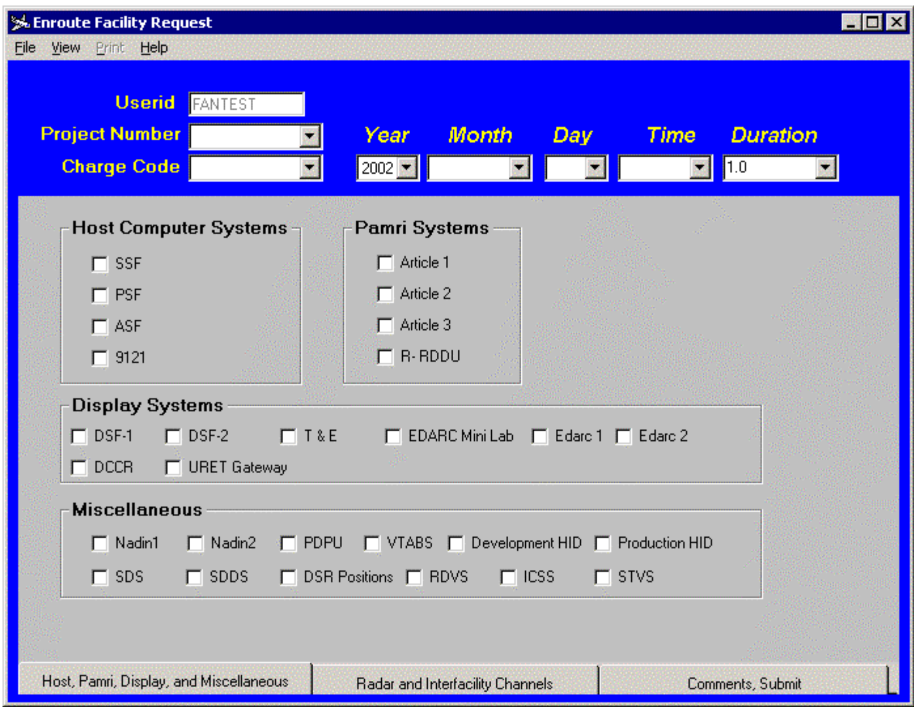
Be aware that the lights on the buttons will change color once clicked and no adjustments to the times will be available. If a mistake has been made users or operations personnel should notify Customer Service Center/Facilities Control Office (CSC/FACO) personnel within 24 hours of completing the lab time.

You can log on up to 30 minutes before or after your actual scheduled start time and be considered on time. If you log on more than 30 minutes past your scheduled start time, you are considered late. If you do not log on within your requested scheduled time, you are considered a no show. Logging on late or not at all will be reflected in monthly utilization reports.

Requesting Lab Time ***(Coordinators)***

- Click on "Coordinators" on the Menu Bar
- Click on "Enter Requests"
- Click the facilities you need to request time in:

  Enroute
  Oceanic
  Terminal/Mode S
  Central Viewing Area



Note: Userid is already entered automatically and cannot be changed.
To Enroute coordinators – see additional information on Lab Position Sharing on pg. 22

- Select "Project Number" from the list provided
- Select a "Charge Code" from the list provided. (This is the accounting cost code for this project.)
- Use the pull down boxes to select Year, Month, Day, Start time, and Duration of request. You can also type in the number.
- Select all boxes for required equipment by clicking on them. A checkmark will appear in the box. If more than one page is available to select equipment from, you may move to the next page by clicking on the tab at the bottom of the form.

- Click the comments, submit tab (if applicable). Any special requirements or requests may be entered into the “Comments” box. Check box if Tech Support Is required.
- Once all resources have been checked, click “Submit” to enter the request
- Check Availability Button

**IMPORTANT:

The system will respond with a message box showing your requests-ID number. This number MUST be recorded and passed on to the lab users in order to use the system time clock

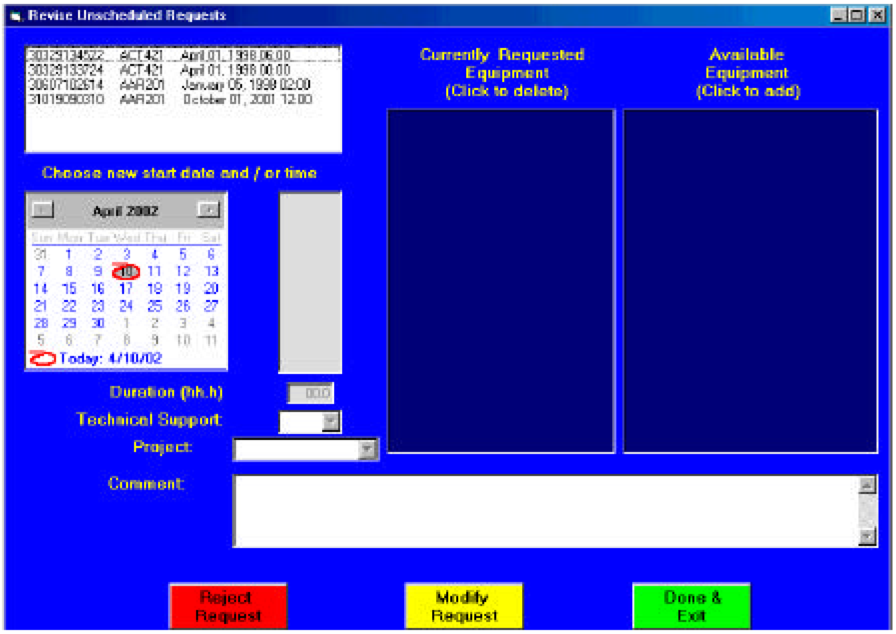
To print you requests:

- After submitting your request you can get a printout, which includes all the request IDs, equipment requested, start date/ time and duration.
- Click print on the menu bar.

Note: You can also print a single request. From the main FAN form, click the coordinators menu. Click the Print Single Request Option. All unscheduled requests submitted with your userid will be available to print.
See pg. 21 for more Information

Revise Request ***(Coordinators)***

- Click on the “Coordinators” button on the Menu Bar
- Click on the “Revise Request” button



Note: Only unscheduled requests submitted with your FAN userid will be displayed.

- To select a request to Modify, click on a Request from the list at the top left corner of the screen.
- All the information for the selected request will be displayed.

Once you have selected a request to revise:

- To change the start date for a request- Click on the arrows to move another month if needed and click the day you want to select. The date you select will be highlighted when selected.

- To change start time for a request- Use the time list next to the calendar to select the start time you want to use.

- To change request duration- Type the duration you want in the duration box. Use the hh.h format.

  Ex: If you want to have a 2-½ hour request, you would type 02.5
- To add resources- Click on the resources in Available Equipment list to move it to the Currently Requested Equipment list.

- To remove Resources- Click on the resources in Currently Requested Equipment list to move it to the Available Equipment list.
- To change Project Code- Click on a project code in the project box.
- To add or change comments for a request- Type the comment you want for the request in the comment box.
- To save the changes you have made to a request, click the Modify Request button. At the message "Are you sure…." Click yes and your change are saved and the request disappears from this screen.

Note: If you need to make other changes to this request, close this form and re-open it and all your unscheduled requests will appear.

- Click No to continue making changes making changes to this request
- To Reject Request- Click on "Reject Request" button. Click yes to the "Are you Sure?" message.

*Note: Once you have finished making your changes click **"Done & Exit"**.*

Printing Single (Unscheduled) Requests ***(Coordinators)***

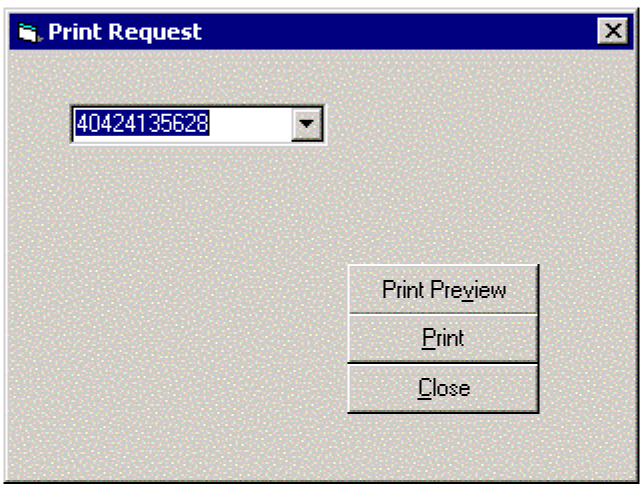
Note: You can only use this feature for unscheduled requests, which were submitted with your userid.

- Click "Coordinators" on the Menu Bar
- Click "Print Single Request"

The Print Request form opens.

- Select which request to print from the drop down box.
- Click the "Print Preview" button to display on the screen before printing.

Note: You can choose multiple copies from print preview when you click the printer icon on the print preview toolbar.

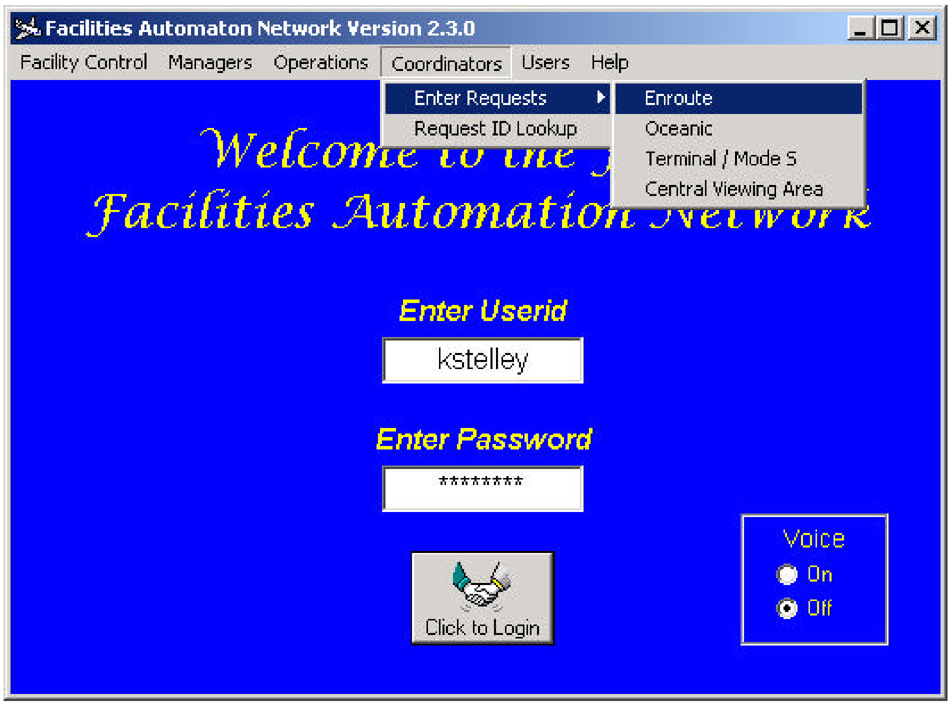


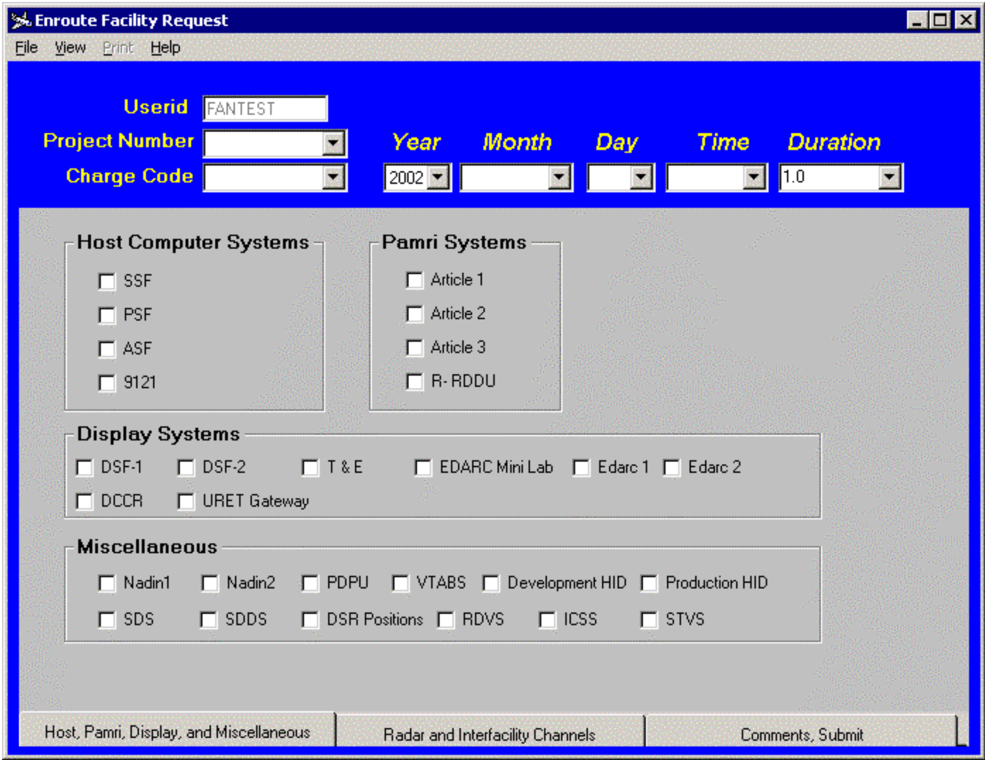
- Click the "Print" button to go directly to your default printer.

Lab Positions Sharing ***(ENROUTE Coordinators only)***

The Lab Positions Sharing feature was added to FAN for the Enroute Facility. This feature allows multiple users to share the lab using selected equipment. VSCS positions or DSR positions can be requested.

- Click on "Coordinators" on the Menu Bar
- Click on "Enter Requests"
- Chooses the facilities "Enroute"





When the Enroute Facility Request form opens enter the appropriate information.

- To request VSCS positions check the PDPU box under Miscellaneous.

Or

- To request DSR positions, check the DSR Positions box under Miscellaneous.

This will open the lab positions form.

Note: If you want to select all PDPU without sharing positions, click PDPU, then click the "Return" button on the Lab Positions form. Make sure the PDPU box is checked on the Enroute Facility Request form, and then you can submit the request.

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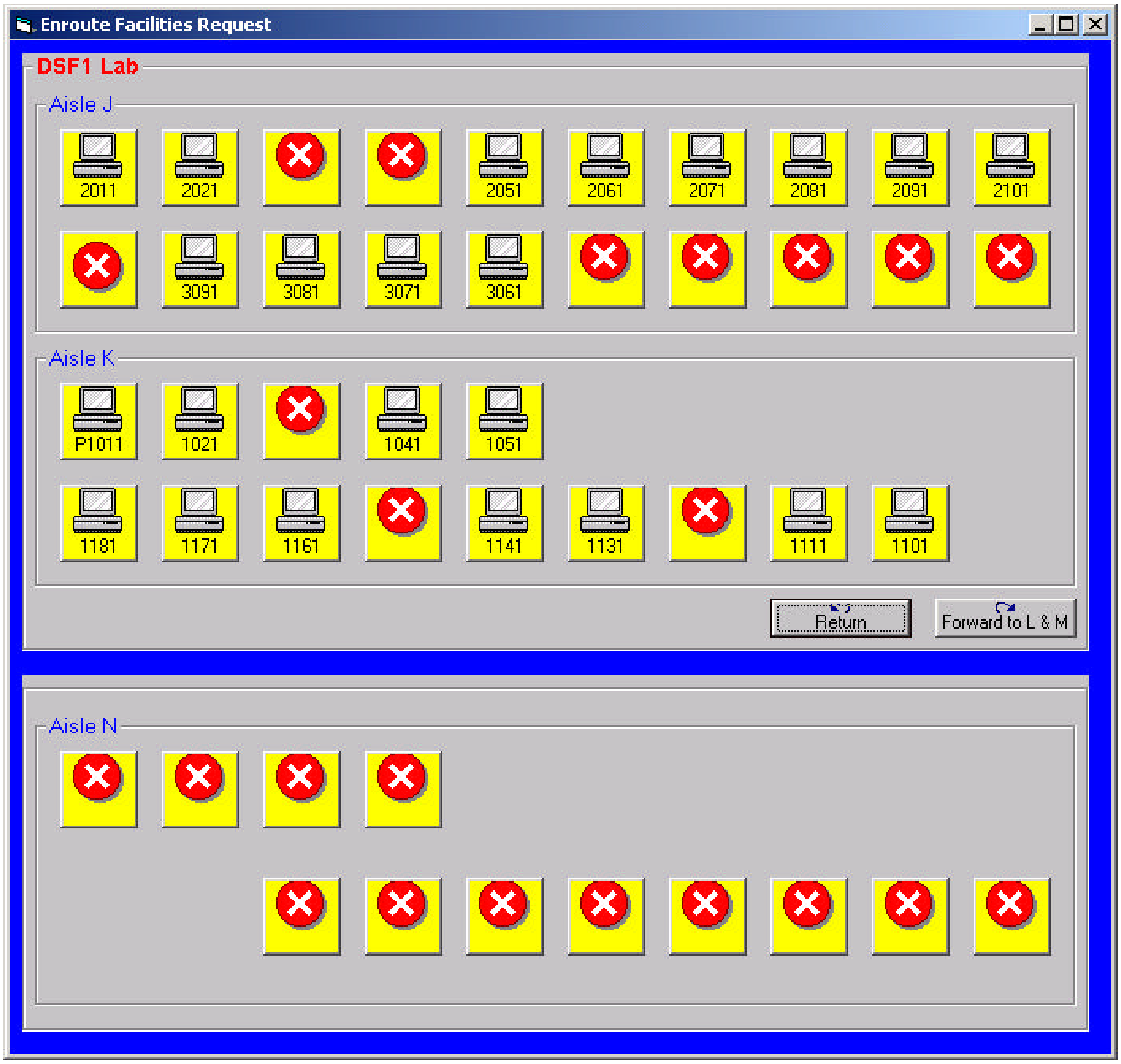
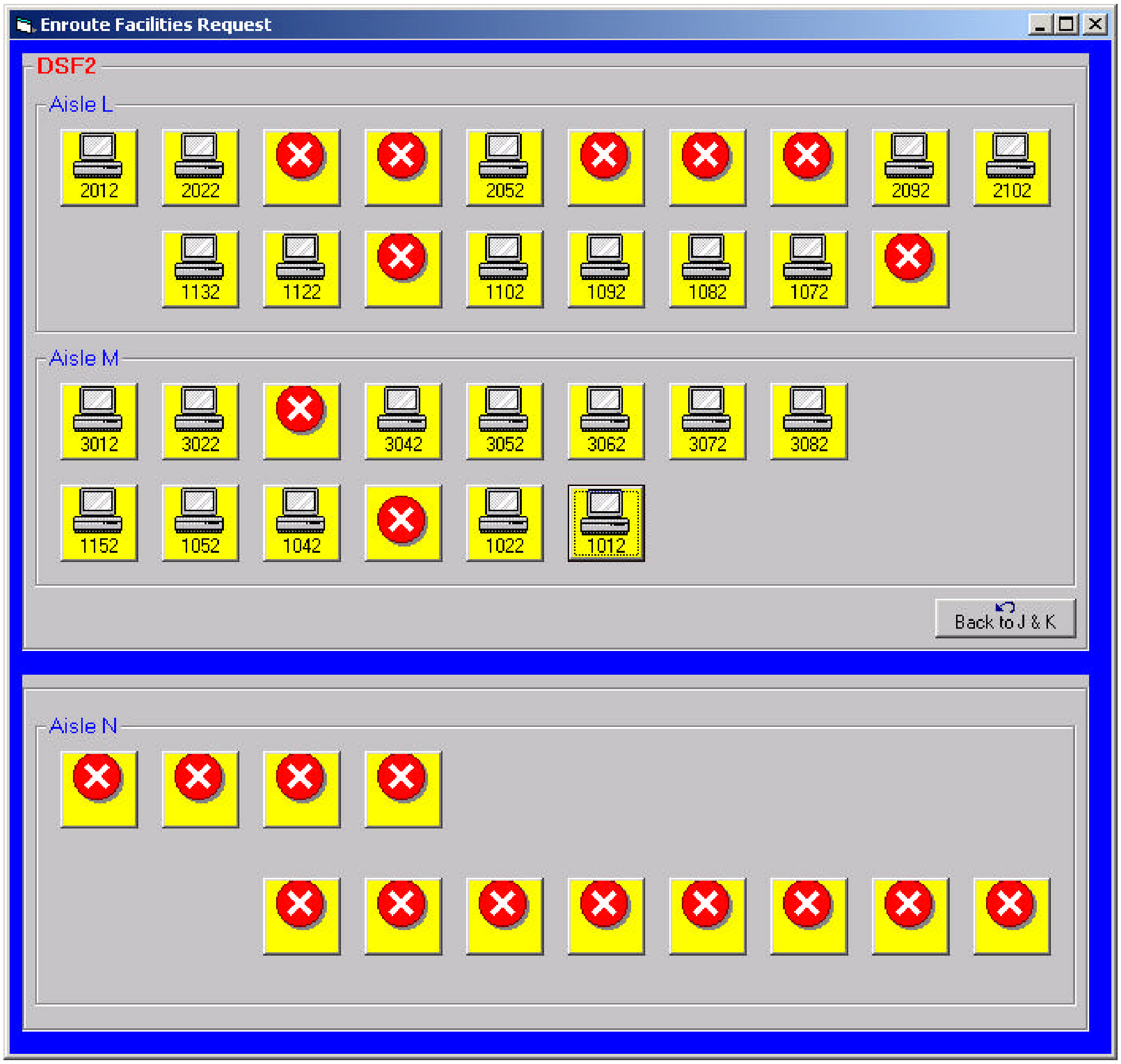


On the Lab Positions form, if you want to select one or more specific positions, click on the button representing the position to request. Any positions you select will turn green on the screen indicating it has been selected.

To view Aisle L & Aisle M, click the "Forward to L&M" button, to view Nexcom & VSCS Maintenance, click the "Forward to Nexcom & VSCS Positions" button.



After you have selected all your positions, click the "Back to L & M" button, and/or the "Back to J & K" button to return to the previous screen.

When you are done selecting all positions, click the "Return" button to return to the Enroute Facility Request form.

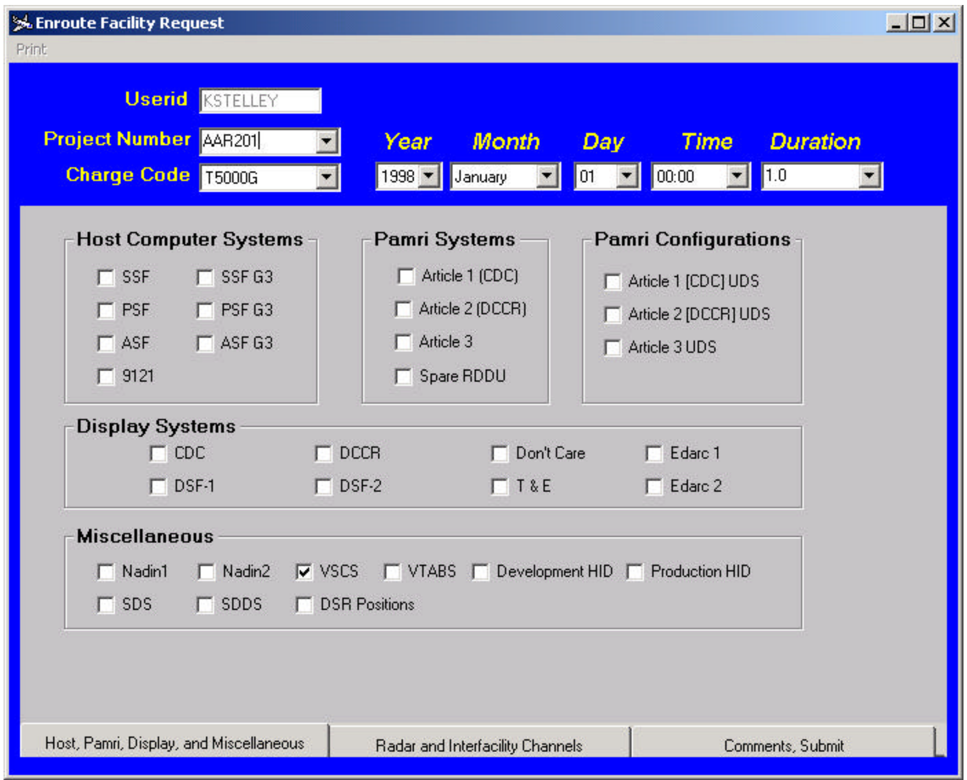
Once all resources have been checked, click on the "Comments, Submit" tab to go to the last page of the form and click "Submit" to enter the request.

Adding a letter to Project Number ***(Coordinators)***

Note: Your userid is already entered automatically.

- Select a Project Number from the list provided. You **must** click your choice to select it.

Note: The Project Number you selected will be highlighted (blue).



- Click after the last character in the Project Number you selected. The cursor is now at the end of the project number.

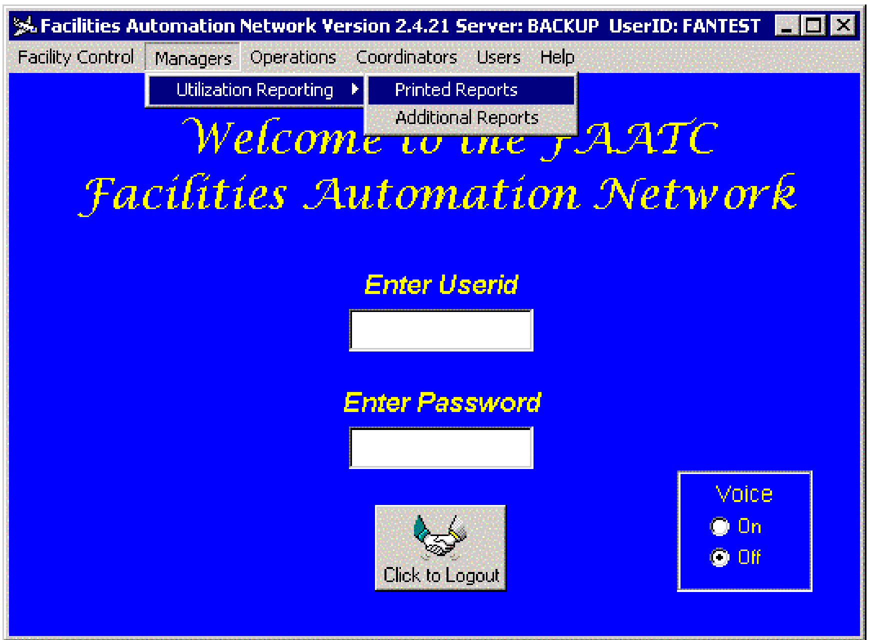
- Type the letter or number you want to add.

- Select a "Charge Code" from the list provided (This is the accounting cost code for this project.) You **must** click it to select it.

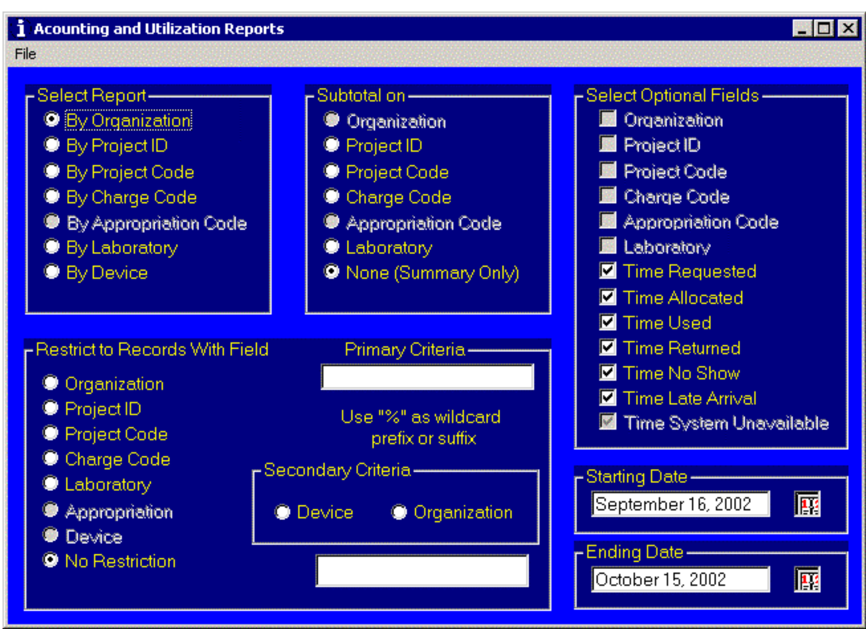
- Continue as usual.

Printing Utilization Reports ***(Managers)***

- ➢ Click “Managers” on the menu bar
- ➢ Select “Utilization Reporting”
- ➢ Click “Printed Reports”



- ➢ Make report selections on the form



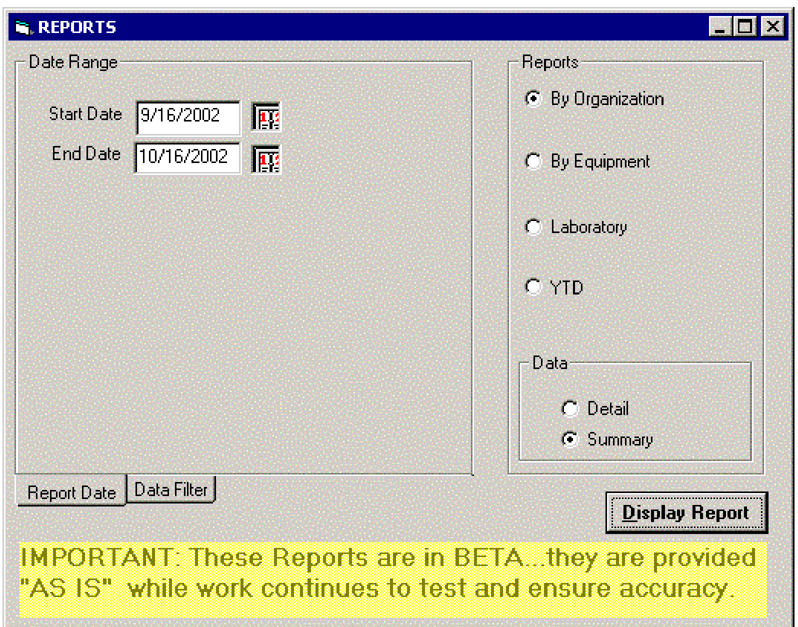
- ➢ Click the File menu
- ➢ Select the “Build Report” button and click OK to the message

Note: The report you requested will automatically start to print when ready.

<u>To view additional reports</u>

NOTE: Additional Reports are in Beta. These reports are under development and are provided ‘AS IS’. These reports use a newer reporting method and will provide improved reporting speed and easier to read formatting. These reports display on the screen and then you can print or export the report data.

- ➢ Click “Managers” on the menu bar
- ➢ Select “Utilization Reporting”
- ➢ Click “Additional Reports”



- ➢ Make report selections on the form
- ➢ Click “Display Report”

Note: Once the report is displayed, you can use the arrows at the bottom of the screen to move to another page.

If you want to print the report, click the printer icon on the toolbar to open the Print selection dialog box. You can request specific pages to print or all pages (All pages is the default). You can request multiple copies to print. (1 copy is the default.)

Conflict Resolution ***(FACO)***

The purpose of the Conflict Resolution function is to allow the scheduler to organize the submitted requests for the optimum use of the facilities. Requests may be moved, or the amount of time, or the resources requested may be altered to achieve a best fit. When a request has no conflicts for the use of any equipment during the time period covered by the request, it may be scheduled.

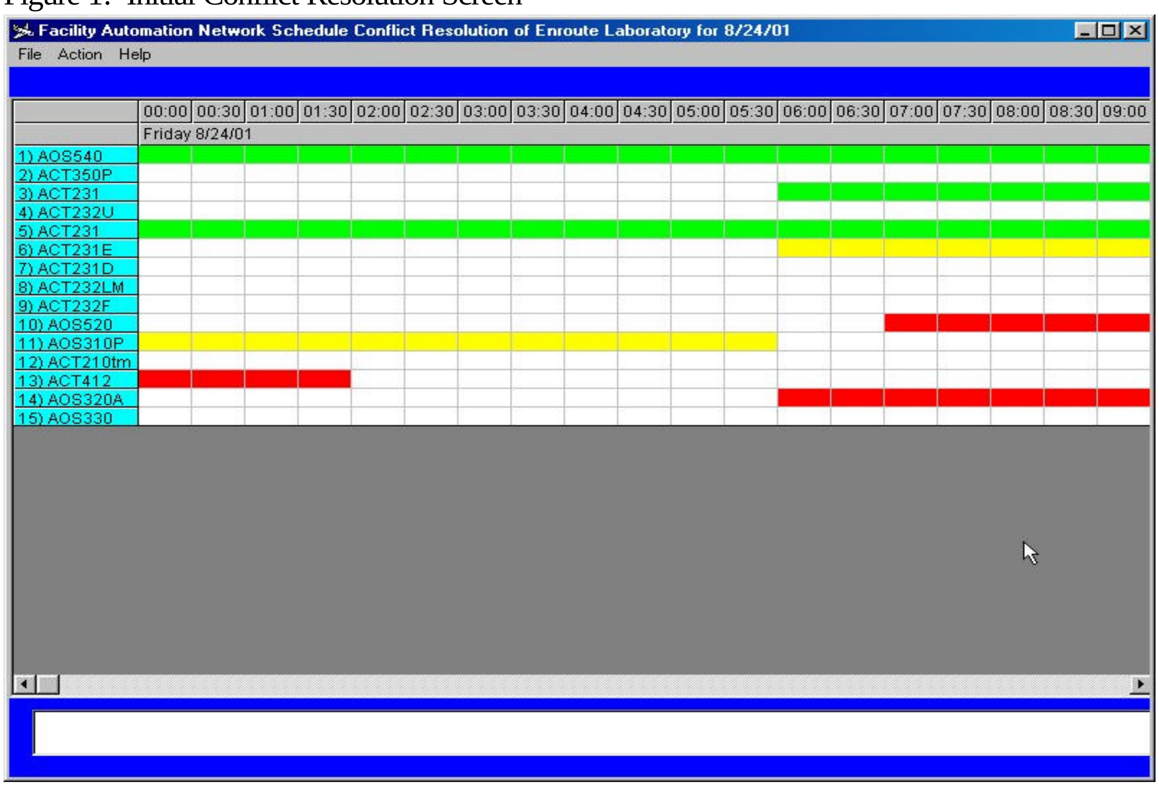
Currently, requests can be processed for a single day, or for seven days at a time. When invoking the facility, processing for either day or week must be selected.

Note*: If week is chosen, the facility will display seven days of requests starting from the day specified, not the calendar week in which the day falls.*

Figure 1 shows a typical Conflict Resolution initial screen for a single day. The left most column contains the Organization for which the request was submitted, and the colors indicate the status of each request. Green indicates no conflicts found, yellow and red indicate that at least one resource is in conflict with another request. Yellow indicates the first request, red any subsequent request.

Note: *There is nothing significant about whether the color is yellow or red, the requests are presented in the order in which they were submitted.*

Figure 1. Initial Conflict Resolution Screen



Sort order in view

When you open the conflict resolve schedule, the requests will be displayed in the following sorted order.

- Rejected requests, in request id number order.
- Unscheduled requests, in request id number order.
- Scheduled requests, in request id number order.
- Requests with returned time, in request id number order.

Colors in view

Note: All of the requests in Figure 1 are represented by "light" colors indicating that none of these have yet been scheduled.

Once scheduled, they will be represented as "dark" colors. Only green should appear dark indicating the request has been scheduled, as no request can be scheduled if conflicts remain. However, dark yellow or dark red may appear if a request has been scheduled, and another request is then submitted or another existing request is moved within the time period of the scheduled request. In this case, the originally scheduled request remains scheduled, but the moved or new request cannot be. If a previously scheduled request is modified in any other than the specification of "returned time" which will be discussed later, the request is reset to "open", i.e. unscheduled. See Figure 2 for a complete list of color codes used by the facility.

Figure 2. Conflict Resolution color codes

	Color	**Indicates**
Light Green		Open request, no conflicts
Light Yellow		Open request, conflicts exist
Light Red		Open request, conflicts exist
Dark Green		Scheduled
Dark Yellow (Brown)		Scheduled, conflicts exist
Dark Red		Scheduled, conflicts exist
Light Magenta		Open request, time begins on previous day (overflow)
Dark Magenta		Scheduled, time begins on previous day (overflow)
Dark Blue		Request has been moved to another day
Dark Gray		Request has been rejected
Cyan (Turquoise)		Time extends into next day (last column only)
Light Blue		Request selected for action
Light Gray		Time range not needed for request (returned)

Icons

In addition to the color-coding, two icons may appear in a request. If technical support has been requested, a wrench icon will appear in each column of the request row. When time has been returned, in addition to the gray color representing the time, a scissor icon will appear in each column for the period of the time returned.

Note: *If your system is missing the wrench icon, "T/S" will be displayed for technical support. If your system is missing the scissor icon, "*CUT*" will be displayed for time returned.*

Functions

The scheduler may need to modify one or more requests in order to make the best use of the available resources. Of course, communication with the submitters will be necessary to be sure that they are aware of, and agree to, any changes made. Changes in start time and/or day, length of the time requested, and the particular resources required may be made. In some instances, it may be necessary to reject a request completely.

Here is a list of the functions available to the scheduler on the Conflict Resolution screen:

- Display the request ID
- Display a list of the resources requested
- Display a list of resources available, but not currently included in request
- Display a list of resources in conflict
- Move a request from one time to another
- Move a request to another day or week[1]
- Increase or decrease the amount of time to be scheduled
- Add resources to, or delete resources from a request
- Reject a request entirely
- Reinstate a previously rejected request
- Reset a request undoing all changes
- Schedule a single request
- Schedule all requests[2]
- Indicate time returned by user prior to the scheduled start time[3]
- Add or remove Technical Support

Figure 3 is a quick reference to determine how to accomplish the tasks necessary to remove the conflicts and schedule the requests.

Figure 3. Conflict Resolution Functions.

[1] Depending on processing option chosen.
[2] Only conflict free requests will be scheduled.
[3] Time may be returned at the beginning, end or middle of a request.

Action	Keyboard Shortcut	Procedure
Select a request to process[4]		Click on any column in the row to be processed.
Display request ID number	**W**	Press W on the keyboard or from the menu bar, click Action, Show, Request ID
Display conflicts	**C**	Press C on the keyboard or from the menu bar, click Action, Show, Conflicts
Display requirements	**Q**	Press Q on the keyboard or from the menu bar, click Action, Show, Requirements
Change start time within displayed timeframe		Click on the new start time in the selected row. A confirmation message will appear
Change start time to a day not within current range	**+ -**	Press + for subsequent or – for previous then press a number to move the request forward or back that number of days or weeks[5]
Increase time	**Insert**	Press Insert key on keyboard or from the menu bar, click Action, Modify, Add Time; enter amount and press Enter
Decrease time	**[ ]**	Press [on the keyboard to shorten from the start, press] on the keyboard to shorten from the end, or from the menu bar, click Action, Modify, Shorten at Start or Shorten from End, fill in the amount and press enter
Delete resources	**Q**	Click Action, Show, Requirements on the menu bar. Click the resource to be removed to select it, hold the shift key and click the resource again to delete it. *See also Modify multiple resources.*
Add resources	**A**	Click Action, Show, Available Resources on the menu bar. Click the resource to be added to select it, hold the shift key and click the resource again to add it. *See also Modify multiple resources.*
Modify multiple resources	**X**	Press X on the keyboard or click Action, Show, Resource Check List. Click the check boxes to toggle the required equipment on or off. Click Execute to save changes; click CANCEL to return to schedule without saving.
Reject a request	**Delete**	Press Delete on the keyboard or click Action, Reject Request on menu bar
Reinstate a request	**U**	Press U on the keyboard or click Action, Reinstate Rejected Request on the menu bar.
Reset a request to the original as submitted	**Backspace**	Press Backspace on the keyboard or click Action, Modify, Reset Request on the menu bar. This will not undo equipment changes
Schedule a single request.	**S**	Press S on the keyboard or click Action, Schedule, Single Request on the menu bar
Schedule all displayed requests	**Enter**	Press Enter on the keyboard, or click Action, Schedule, All Requests on the menu bar[6]
Enter returned time[7]	**T**	Press T on the keyboard or click Action, Modify, Enter Returned Time on the menu bar.

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Display Color Legend	**L**	Press L on the keyboard or click Help, Colors Legend on the menu bar. Click the Close button to close this box.

[4] A request must be selected before any other processing can be done except Schedule All
[5] If a week is displayed, the request will be moved 7X the number of days specified
[6] Only conflict free requests will be scheduled
[7] A request must be scheduled before time can be returned.

Changing the view (Expand or Compress cells)

When you open the conflict resolve schedule, the default view is to fit all rows on the screen.

If there are a lot of requests in the view you open, the rows might be too narrow to read. You can change the view to display all rows to fit text by expanding the cells and then use the up/down arrows at the right side of the screen to scroll. Click Action, Expand Cells.

If you want to display all rows on the screen, you can compress the cells. Click Action, Compress Cells.

Note: The Expand or Compress cells options have no effect on the view when all rows fit on the screen.

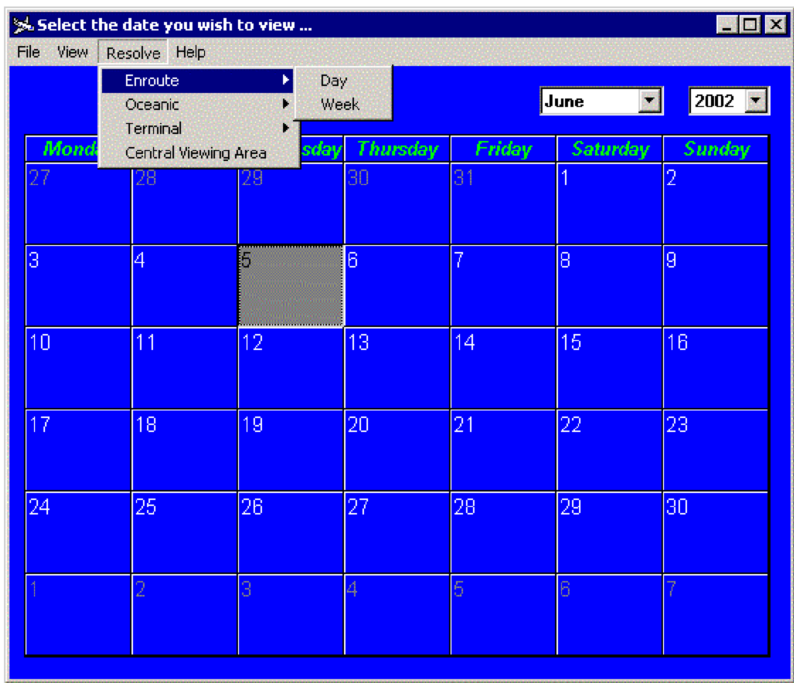
Overflow requests

When you open the conflict resolve schedule and a request starts on one day/week and ends on another, the request is an overflow request. If the request starts on the current view and continues onto another view, this is indicated by the last cell of the request colored cyan and displaying ==> in the cell text. If the request ends on the current view and starts on another view, this is indicated by the cells colored magenta (overflow request not scheduled) or dark magenta (overflow request scheduled).

To schedule a single overflow request, you must click on the start of the request to schedule it. You cannot schedule an overflow request from the end view (magenta). You will be able to add or delete resources, display the request id number, or reject the request from either end.

Open Conflict Resolve

- Click on "Facility Control on the menu bar"
- Click on "Scheduling"
- Click on the "Conflict resolution and viewer" option to open the calendar
- Choose the date or date range you want to resolve by clicking a day on the calendar
- Click on the "Resolve" menu
- Select a Facility then click the Day or Week option.



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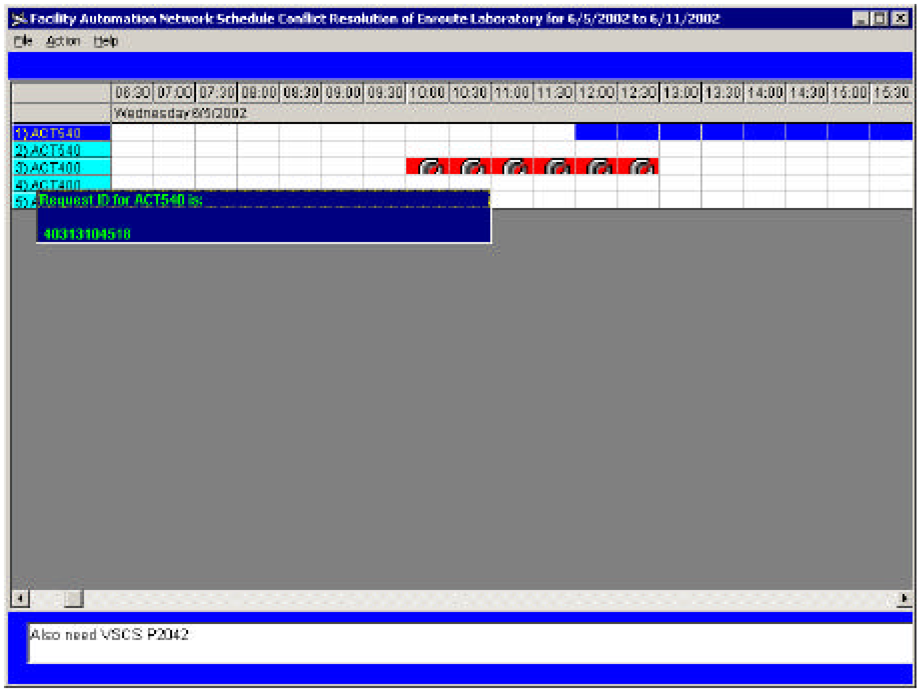
Display the Request ID

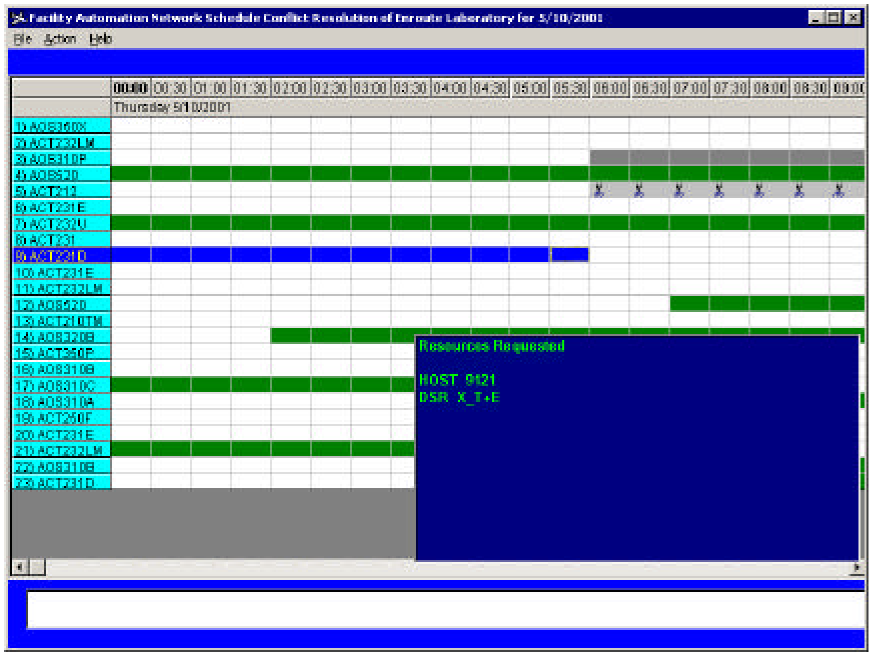


- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Press the "W" key on the keyboard, or Click Action, Show, and Request ID on the menu bar.

The Request ID display box opens on the left side of your screen.

- You can click on any other request on the screen and the request id number will change to display the current request number for your selection.
- To close the Request ID display box, click on the box or press the "–" key on the keyboard.

Display resources requested

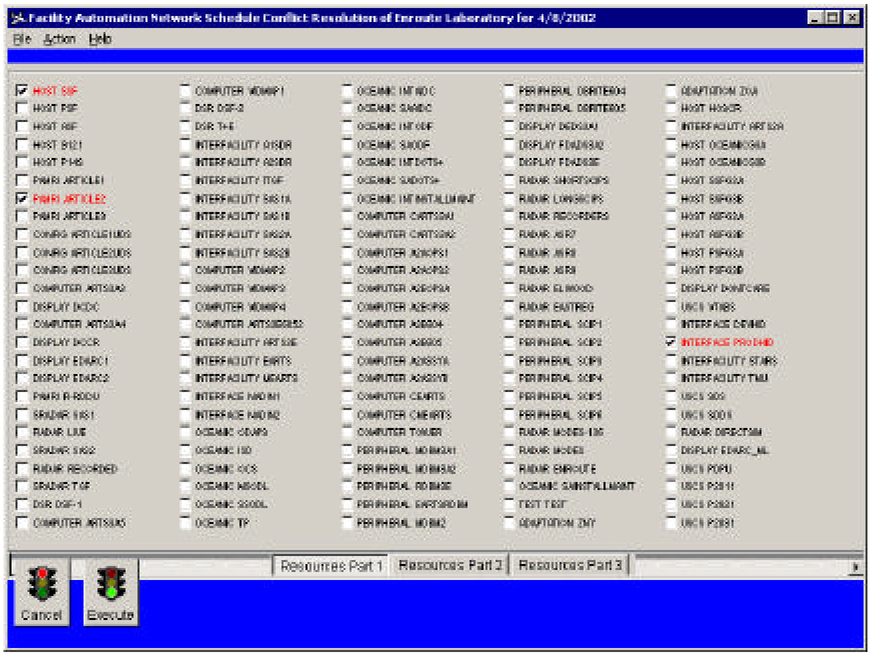


- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Press the "Q" key on the keyboard to open the Resources List, or Click Action, Show, and Requirements on the menu bar.
- A small list box opens on the screen showing all resources for the selected request. While this list box is open you can click on other requests to view resources for the requests you select.

Note: To delete a resource from the list box see Modify Resources on page 43

- To close this list, click the "–" key on the keyboard or click Action, Close Popup Box on the menu bar.

To open the resource checklist



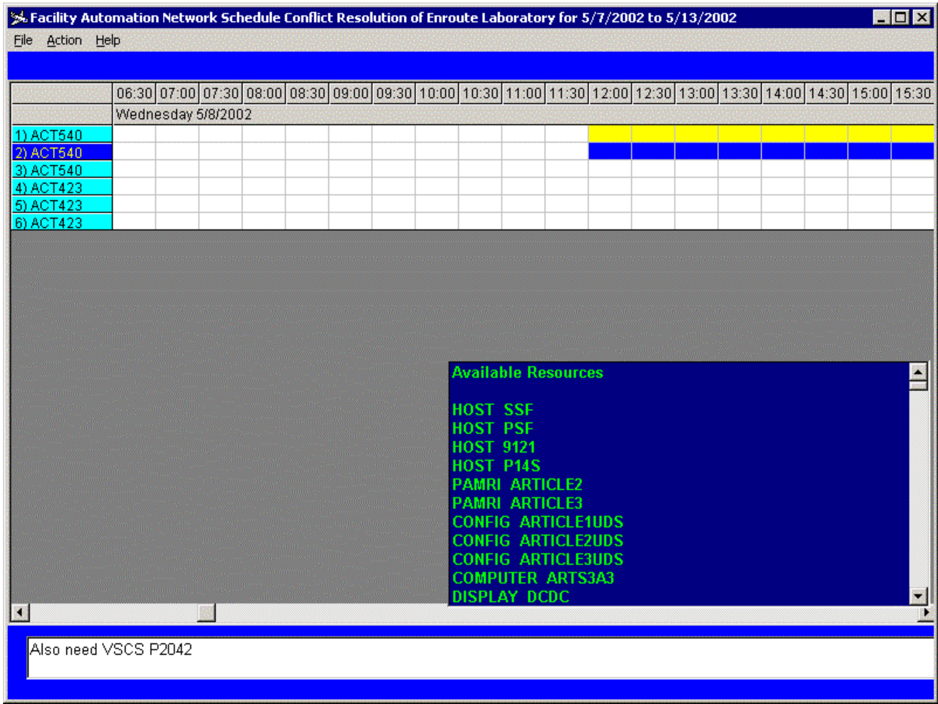
- ➢ On the Conflict Resolve form, click a request to select it. The request should turn blue.
- ➢ Press the "X" key on the keyboard (a.k.a. X Panel) or Click Action, Show, Resource Check List on the menu bar

The resources check list form opens showing resources for the selected request in red with a check

Note: To Add or Remove resources for the selected request see page 43 - Modify Multiple Resources.

Click the tab (labeled Resources Part 1, Resources Part2…) at the bottom of the Check List to view additional equipment. To close the Resource Check List screen (a.k.a. X Panel) click the Cancel button. To not save any changes and close the resources check List screen.

Display resources available, but not currently included in request



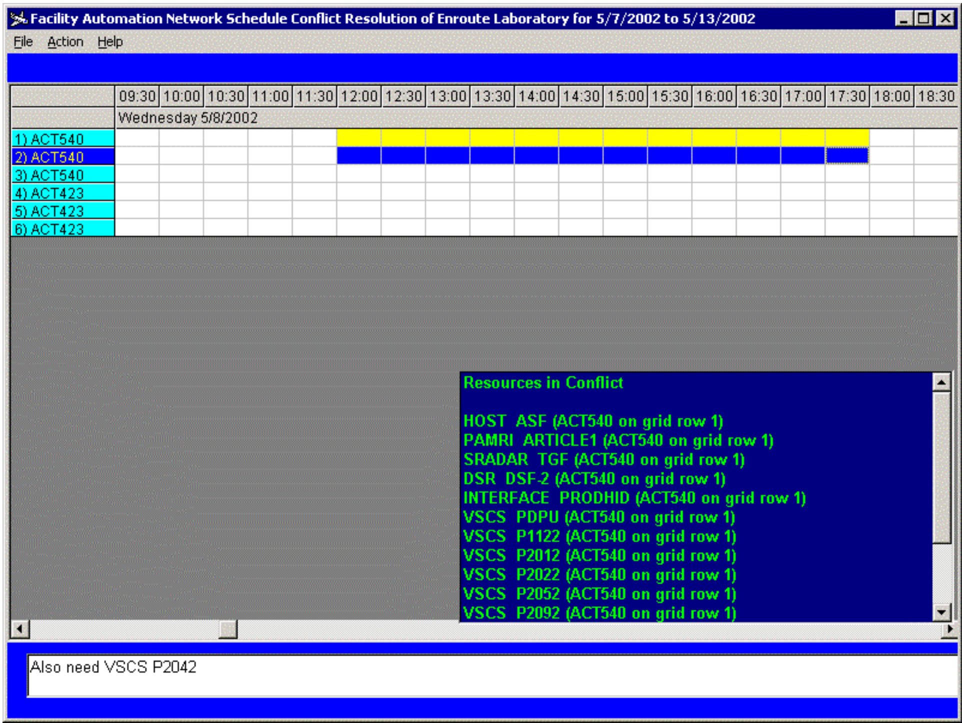
- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Press the "A" key on the keyboard or Click Action, Show and Available Resources on the menu bar.

The Available Resources List opens displaying all resources except those already selected. You can click on other request while the list is open to display available resources for the requests.

Note: To add a resource from the list box see Modify Resources on page 43.

- To close this list, click the "–" key on the keyboard or click "Action, Close Popup Box on the menu bar.

Display Resource Conflicts



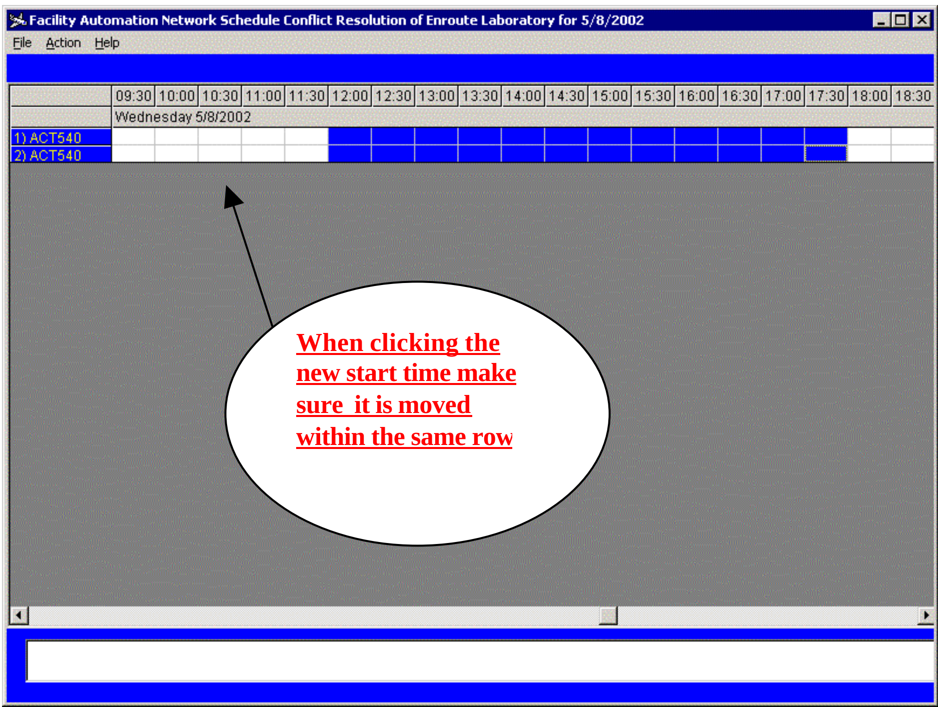
- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Press the “C” key on the keyboard, or Click Action, Show, Conflicts on the menu bar.
- The Resources in Conflict box opens in the bottom right of the screen.
- You can click on any other request on the screen and the conflicts will change to display the conflicts for your selection.
- To close the Conflicts display box, press the “– “ key on the keyboard or click Action, Close Popup Box on the menu bar.

Note: The information provided in the conflicts box includes the Equipment, the Project Number and the grid row causing the conflict.

Moving a request

To move the request within the current view

- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Click the grid square of the new start time.



You will get a message box: Do you really want to move? Yes/No?

- Click "Yes" to move the request; click No to close the message box without moving the request.

Note: When you move the request within the current view, the request will be unscheduled. If you do not schedule the request after you have moved it, the move will not be saved to the database; when you open this schedule again, the request would be unscheduled at the original location.

To move a request forward days/weeks

- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Press the "+" on the keyboard or click on the Action, Modify, Move Request Forward on the menu bar.
- Press the number representing how many days/weeks to move. The maximum is 7. (See note below)

You will get a message box: Do you really want to move? Yes/No?

- Click "Yes" to move the request; click "No" to close the message box without moving the request.
- If you clicked "Yes" to move the request, your will get a message box: Request has been moved but not scheduled. Click OK to this message.

The request will turn dark blue on this schedule indicating a move to another day/week.

Note: The request moves in days if you are viewing a single day, the request moves in weeks if you are viewing a week. The request will move to midnight of the day you are moving to. You will need to move to a specific time on that schedule. When you move a request out of the current view, the request will be unscheduled and the move will be saved to the database.

To move a request backward days/weeks

- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Press the "-" on the keyboard or click on the Action, Modify, Move Request Backward on the menu bar.
- Press the number representing how many days/weeks to move. The maximum is 7. (See note below)

You will get a message box: Do you really want to move? Yes/No?

- Click "Yes" to move the request; click No to close the message box without moving the request.
- If you clicked Yes to move the request, your will get a message box: Request has been moved but not scheduled. Click OK to this message.

The request will turn dark blue on this schedule indicating a move to another day/week.

Note: The request moves in days if you are viewing a single day, the request moves in weeks if you are viewing a week. The request will move to midnight of the day you are moving to. You will need to move to a specific time on that schedule. When you move a request out of the current view, the request will be unscheduled and the move will be saved to the database.

Increase or Decrease time

To increase time for the request

- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Press the "insert" key on the keyboard or click Action, Modify, Add Time on the menu bar.

You will get a message box: Do you really want to increase time? Yes/No?

- Click "Yes" and a time entry box will open; click "No" to close the message box and cancel.
- Enter the amount in half hour increments in the box and click the "Execute" button.

i.e. Entering 3 in the box will add 1.5 hrs to the requested duration.

Note: If you click the Cancel button, no change will be made.

The request is now increased.

To decrease time at the beginning of the request

- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Press the "[" key on the keyboard or click Action, Modify, Shorten at Start on the menu bar.

You will get a message box: Do you really want to change the start time? Yes/No?

- Click "Yes" and a time entry box will open; click "No" to close the message box and cancel.
- Enter the amount in half hour increments in the box and click the Execute button. The request will now have a later start time.
  i.e. Entering 3 in the box will add 1.5 hrs to the requested duration.

To decrease time at the end of the request

- On the Conflict Resolve form, click a request to select it. The request should turn blue.
-
- Press the"]" key on the keyboard or click Action, Modify, Shorten from End on the menu bar.

You will get a message box: Do you really want to change the end time? Yes/No?

- Click "Yes" and a time entry box will open; click "No" to close the message box and cancel.
- Enter the amount in half hour increments in the box and click the "Execute" button.

i.e. Entering 3 in the box will add 1.5 hrs to the requested duration.

The request will now have an earlier end time.

Modify Resources

To add one resource

- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Press the "A" key to display all available resources or click Action, Show, Available Resources on the menu bar.
- Click on the resource you want to add. It is highlighted.
- Press and hold the "shift" key and click on the resource again.

You will get a message box: Equipment will be added. Continue? Yes/No.

- Click "Yes" and the resource will be added to the request.

To delete one resource

- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Press the "Q" key to display resources or click Action, Show, Requirements on the menu bar.
- Click on the resource you want to delete. It is highlighted.
- Press and hold the "shift" key and click on the resource again.

You will get a message box: Equipment will be deleted. Continue? Yes/No. Click "Yes" and the resource will be deleted from the request.

To modify multiple resources

- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Press the "X" key to display the Resources Check List (a.k.a. X Panel) or click Action, Show, Resources, click List on the menu bar.
- Click the check boxes to toggle the required equipment on or off.
- Click the "Execute" button to save your changes or click the "Cancel" button to close the checklist without saving changes.

Note: Click the tab (labeled Resources Part 1, Resources Part2…) at the bottom of the Check List to view additional equipment.

Rejected request

- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Press the "Delete" key on the keyboard or click Action, Reject Request on the menu bar.

You will get a message box: Are you sure you want to reject the request? Yes/No.

- Click "Yes" to reject the request, click "No" to cancel rejecting the request.

If you clicked "Yes", the request will change color to dark gray. (This takes a minute for the screen to refresh.)

Note: When you reject a request, it is not deleted from the FAN database. The status of the record is simply changed to rejected. You will be able to reinstate a rejected request if needed.

Reinstate a rejected request

- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Press the "U" key on the keyboard or click Action, Reinstate Rejected Request on the menu bar.

You will get a message box: Are you sure you want to reinstate the request? Yes/No.

- Click "Yes" to reinstate the request, click "No" to cancel reinstating the request.

If you clicked "Yes", the request will change color to indicate an unscheduled request. (This takes a minute for the screen to refresh.)

Reset request

Reset request is used to reset the request back to the original date, start time, and duration. However equipment changes will not be reset.

- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Press the “Backspace” key on the keyboard or click Action, Modify, Reset Request on the menu bar.

You will get a message box: Do you really want to reset the request? Yes/No.

- Click “Yes” to reset the request, which moves to its original location and is unscheduled.
- Click “No” to cancel resetting the request.
- If you clicked “Yes”, you will get a message box: Request reset to original date/time/duration. Click “OK”.

Edit Technical Support

- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Click Action, Modify, Tech Support on the menu bar

To Add or Delete Technical Support:

To Add:

- Select **Add T/S**, insert comments, and click execute.

To Delete:

- Select **Delete T/S** and click execute.

Schedule request

A single Request

- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Press the "S" key on the keyboard or click Action, Schedule, Single Request on the menu bar.

You will get a message box: Are you sure you want to schedule this request? Yes/No.

- If you click "Yes", the request is scheduled. If you click "No", the request is not scheduled.

Schedule all requests

- Open the Conflict Resolve form

Note: you do not need to select any request first.

- Press the enter key on the keyboard.

You will get a message box: Do you want confirmations to be bypassed? Yes/ No/ Cancel

- Click "Yes" to bypass confirmations. All non-conflicting open requests will be scheduled.
- Click "No" to confirm each request before it is scheduled. You will get a message box for each request that you can answer "Yes" or "No".
- Click "Cancel" to not schedule any requests.

  Note: Only requests without conflicts will be scheduled.

Return Time

Note: Time can be returned at the beginning, middle or end of a scheduled request.

To return time of a scheduled request

- On the Conflict Resolve form, click a request to select it. The request should turn blue.
- Press the "T" key on the keyboard or click Action, Modify, Enter Returned Time on the menu bar.

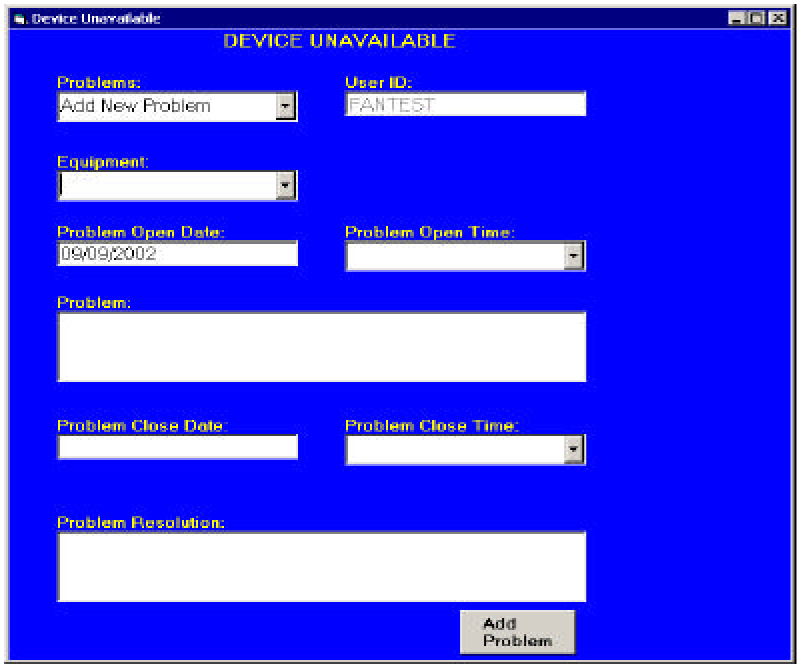
The enter time returned box opens.

- Enter from and to times to return in hh:mm format.
- Click Execute to return time or click Cancel to close the box with no changes.

If you clicked execute, the request will now display the scissor icon (or *CUT*) for returned time.

Report Equipment Problems ***(FACO)***

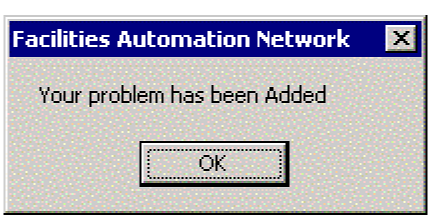
- Click **"**Facility Control" on the menu Bar
- Click "Equipment Problems"



To Add A Problem

- Select and Click the arrow on the drop down box under **"Equipment"** and select a piece of equipment
- Insert a valid date in "**Problem Open Date"**
- Select and Click the arrow on the drop down box under **"Open Time"** and select a time
- Insert any comments under the "**Problem**" Box
- Select **"Add Problem"**

The following message will appear:



Your Problem has been Added Successfully!

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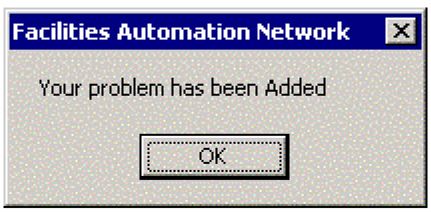
To Add and Close and A Problem all at one time

- Select and Click the arrow on the drop down box under "Equipment" and select a piece of equipment
- Insert a valid date in the "Problem Open Date" box
- Select and Click the arrow on the drop down box under "Problem Open Time" and select a time
- Insert any comments under the "Problem" box
- Insert a valid date in the "Problem Close Date" box
- Select and Click the arrow on the drop down box under "Problem Close Time" and select a time
- Insert any comments under the "Problem Resolution" box
- Select "Add Problem"

The following message will appear:



Your Problem has been Added Successfully!

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To Update Existing Problem

- Select and Click the drop down box under "Problems" and select a piece of equipment.
  -Existing information should appear under the Problem Open Date, Problem Open time and Problem boxes

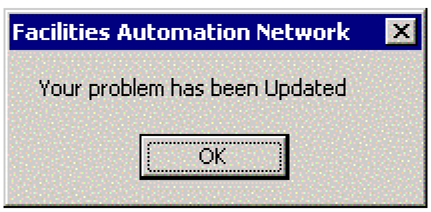
- Insert a valid date in the "Problem Close Date" box

- Select and Click the arrow on the drop down box under "Problem Close Time" and select a time

- Insert any comments under the "Problem Resolution" box

- Select "Update Info"

The following message will appear:



Your Problem had been Updated Successfully!

Print Equipment Problems

- Click Facility Control on the menu Bar
- Click Equipment Problems Report

The Report will appear on the screen.

- To Print, Click on the print icon on the menu bar.

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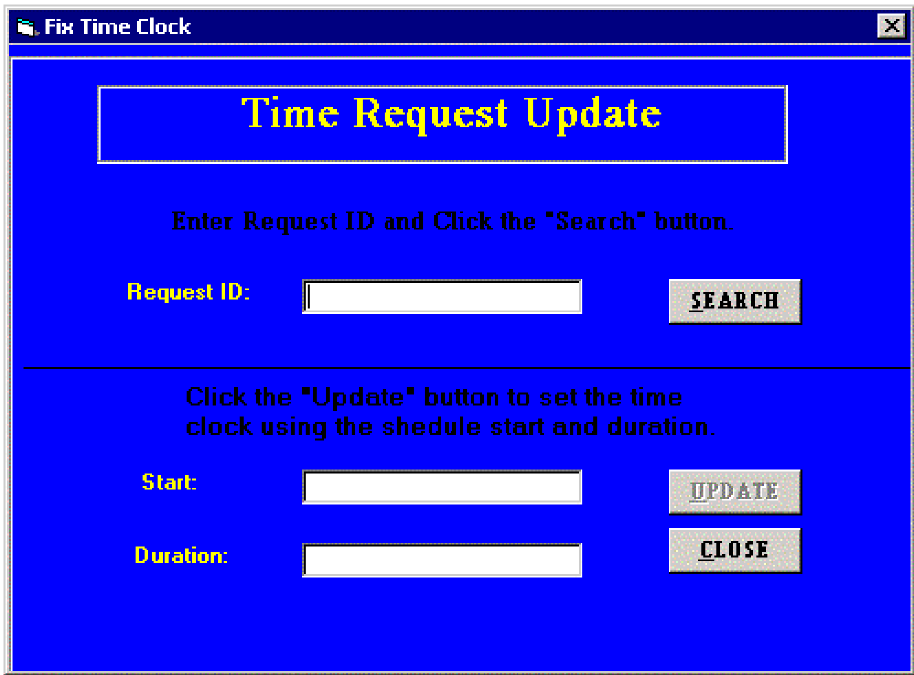
Time Requested Update ***(FACO)***

- Click on Facility Control on the menu bar
- Click on Fix Time Clock Option

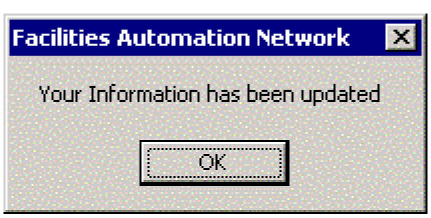


- Enter a Request ID number in the box provided
- Click the "Search" button

Note: The Start and Duration times should appear below in the boxes. If you get a message indicating no record found, either this is not the correct Request ID number or this is not a request you can fix the time clock for. You can call the FAN Support group for assistance.

- Click the "Update" button

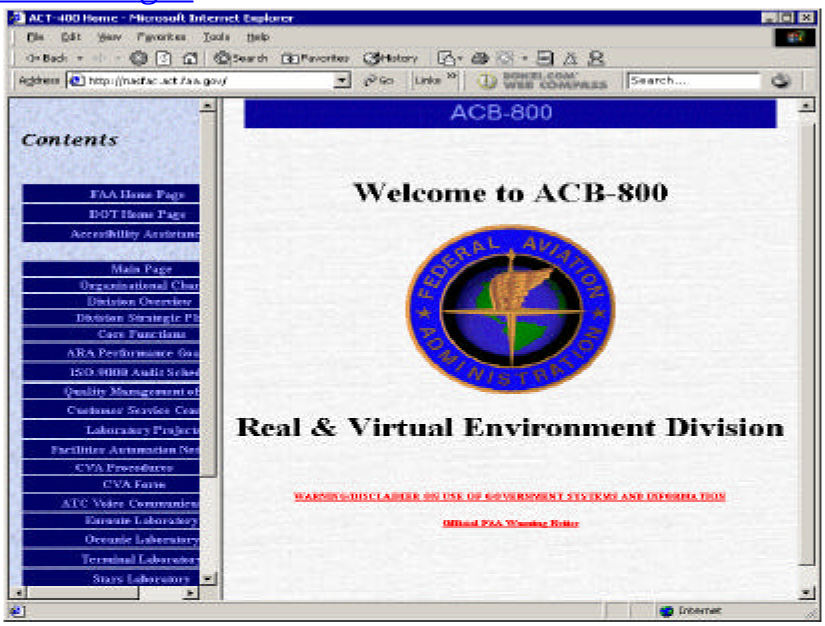
The following message box will appear:



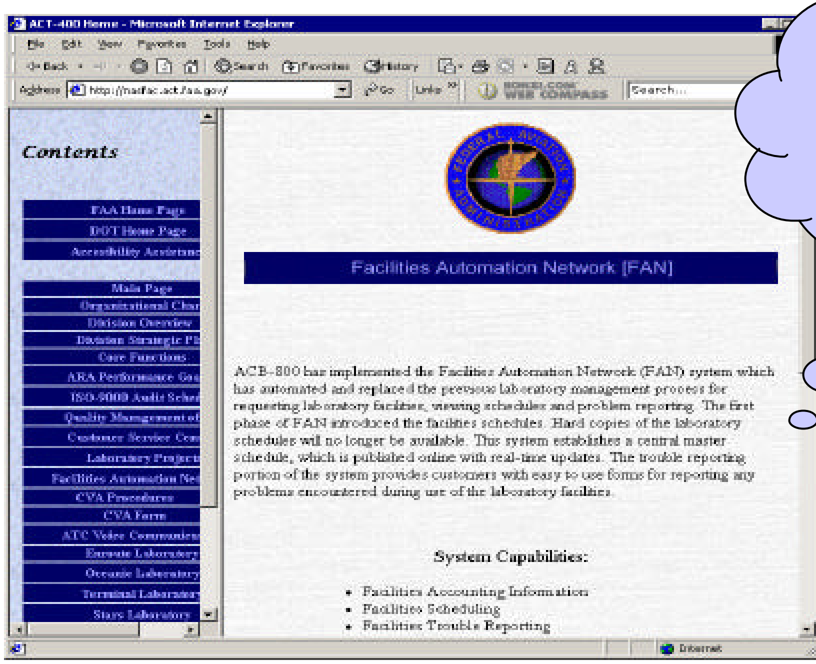
- Click the "Close" button to exit

ACB 800's Web Page

http://nasfac.act.faa.gov



➢ Click on Facilities Automation Network (FAN) to access the FAN web page. (*See below*)



From this site you will be able to find questions and answers to most of your questions and a link to the access request form

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How to get Help in FAN

In addition to this FAN User's Manual, FAN software has a Windows help system available. You will need to download it to use it.

How do I download FAN Help?

To download the most current help file:

- From the FAN logon screen, click the Help Menu
- Click the Download option
- At the message "You are about to download the latest FAN Help files. Continue?" Click Yes to download

Note: You do not need to logon to FAN to download the FAN Help files.

What is the most current FAN Help version?

When you logon to the FAN system, the most current help version is displayed in the successful logon message. When you open the FAN Help by clicking, Help on the FAN logon screen, then click Contents to open Help; the version is displayed in the Help title bar. (Example: Help Topics: FAN HELP *mm.dd.yy* where *mm.dd.yy* represents the date the help file was last updated)

How do I use the FAN Help?

FAN Help offers two types of help.

1. From the FAN logon screen, click the Help menu. Click the Contents option or the Index option to open Help. At the top of the help you can choose from 3 tabs: Contents, Index, or Find.
2. F1 help is available throughout most of FAN. When you are on any screen in FAN, if the cursor is in a text box, on a button, or on a grid, press the F1 key. Help will open with information about the specific location you are at.

Frequently Asked Questions

WHAT IS THE FACILITIES AUTOMATION NETWORK (FAN)?

FAN is the automation of laboratory operations and maintenance enabling users to submit and access information such as; automated laboratory computer time requests; view laboratory schedules; enter trouble reports; system accounting reports; and operations logging. Users will be notified, as further enhancements become available.

WHO WILL HAVE ACCESS TO FAN?

All users that have been authorized by Customer Service Center/Facilities Control Office (CSC/FACO) will have access to FAN.

WHEN WILL I BE NOTIFIED IF MY TIME REQUEST WAS GRANTED?

Users may check schedules periodically for pending requests. Notification of finalization dates appears when viewing schedules.

WHAT IF THERE IS A CONFLICT WITH ANOTHER USER FOR THE TIME I REQUESTED?

If your request is in conflict with another user, FACO will resolve conflicts. FACO has final authority over all scheduling.

HOW WILL A USER TURN BACK COMPUTER TIME?

Contact Customer Service Helpdesk at x4614 or x4615, or contact your resource scheduling point of contact.

HOW CAN I DETERMINE AVAILABILITY OF COMPUTER TIME REQUIRED FOR EMERGENCIES OR UNFORESEEN NEEDS?

Contact Customer Service Helpdesk at x4614 or x4615 or view schedules. All white spaces indicate available time.

WHO DO I CONTACT FOR FAN ASSISTANCE?

The Customer Service Center at x4614 or x4615.

HOW CAN I GET A USER ID FOR FAN?

If you only need to view the schedules, you can use the public ID: Fan with the password: fan. For a high level of security you need to fill out the fan access request form, which can be obtained from the Customer Service Help Desk. Complete the requested information and submit it to the Customer Service Helpdesk at x4614 or x4615 for processing. This system has been set up for the convenience of users to simplify laboratory operations.

I GET ERROR 40002 WHEN I TRY TO LOG IN TO FAN. WHAT SHOULD I DO?

Error 40002 indicates a connection problem.

To Resolve:

Have you entered a valid FAN Userid and Password? Try entering userid: fan and password: fan to login with the public ID.
Can you reconnect to the intranet? Try opening you web browser and going to http://nasfac.act.faa.gov/ if you cannot get to the intranet, call the Trouble Desk that handles connection problems for your group.
If you can get to the intranet but not FAN, you can try closing FAN software and reopening or you can try rebooting you PC. If none of the above resolves your connection problem, call the FAN customer Service Helpdesk at x4614 or 4615 to report the problem.

Trouble shoot for FAN

If you have any problems or experience any errors when using the FAN software, please call FAN Customer Service Center/Help Desk at x4614 or x4615 to report your problem.

Some Common FAN Software Problems:

I GET ERROR 713 WHEN I USE FAN. WHAT SHOULD I DO?

Error 713 indicates you are missing some dll files needed by some FAN features. Please call the FAN Customer Service Help Desk at x4614 or x4615 to make arrangements to have these files installed on your PC.

I WILL BE GETTING A NEW PC. CAN MY FAN SOFTWARE BE COPIED TO MY NEW PC?

When your new PC has been set up, you will need to call FAN Customer Service Helpdesk at x4615 or 4615 to make arrangements to have FAN installed on your PC. Fan will not work if you simply copy your old FAN files to your NEW PC.

I GET ERROR 20608 WHEN FAN SOFTWARE IS OUT OF DATE. WHAT SHOULD I DO?

Error 20608 indicates you are having a problem updating to a new version of the FAN software

To resolve:

You can delete file: C\FAN\fan.exe from your hard drive then double click on file C:\FAN\fanupdate.exe. This should successfully update your software.

Or

Please call the Fan Customer Service Helpdesk at x4614 or x4615 to have FAN support come to your desk to fix the problem.

Facilities Automation Network Access Request Form

Full Name

Location

Organization

Requested User ID

Requested Password

Phone Number and/or Extension

Enter the date of request [mm/dd/yyyy]

Choose one of the following options:

- (•) Maint/OPs
- ( ) Coordinator

Submit | Reset

[Facilities Automation Network Home]
[Facilities Automation Network Installation]
[ACB-800 Overview]
[ACB-800 Home]

Point Of Contact List

Customer Service Center/Facilities Control Office - Point of Contacts Center

Russ Atwood	Supervisor	x56326
George Smallwood	Enroute	x55547
Pat Moore	Terminal, Oceanic, Radar	x55332
Val Reighard	Accounting & Utilization	x56208
Carol Brook	Help Desk/CVA	x54614 x54615

Acronyms

CSC…………………………………………………..Customer service Center

FACO……………………………………………………Facility Control Office

RBB…………………………………………………………Red Brick Building

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